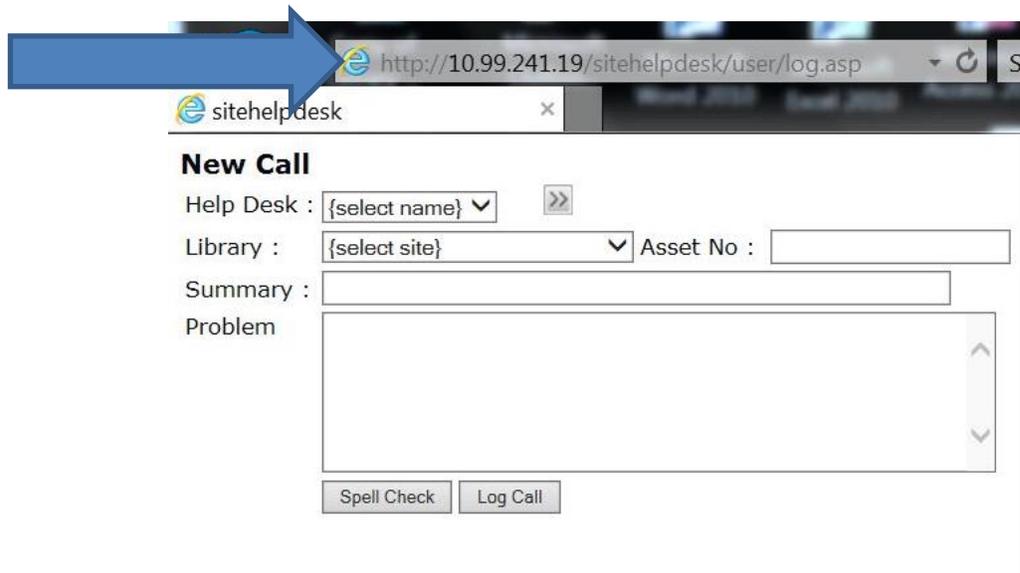


Logging a New Help Desk ticket for Network Services:

The link below will go to the screen for inputting new Help Desk tickets. You may add this link to your desktop for easy access by right clicking on the lower case **e** (see blue arrow below) which will cause the address will be highlighted in blue. While holding down the right button on your mouse, drag the highlighted address to your desktop and release. That will create a shortcut which you can double click to use anytime.



The screenshot shows a web browser window with the address bar containing the URL <http://10.99.241.19/sitehelpdesk/user/log.asp>. A blue arrow points to the 'e' icon in the address bar. Below the address bar, the page title is 'sitehelpdesk'. The main content area is titled 'New Call' and contains the following form fields:

- Help Desk : {select name} v
- Library : {select site} v Asset No : [text box]
- Summary : [text box]
- Problem : [text area]

At the bottom of the form, there are two buttons: 'Spell Check' and 'Log Call'.

<http://10.99.241.19/sitehelpdesk/user/log.asp>

The “New Call” screen will appear.

Use the drop down arrows to select “Help Desk” and then choose your library from the dropdown list in “Library” (ignore “Asset Number”).

In “Summary” give us a short description of the problem.

In “Problem” give us a few more details if you can. If not, repeat the words in “Summary.” The system will not create the new ticket if there isn’t something in this field.

Click “Log Call” and the ticket will come to us for assignment.

You may also reach the Help Desk using the link and instructions below.

<http://librarycommission.wv.gov/What/Pages/Statewide-Library-Network.aspx>
(This link will ask for a login and password. Just click “Cancel” and it will work.)

Click on:

- “What We Do” then
- “Statewide Library Network” then
- “Help Desk” button

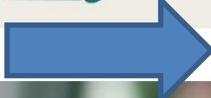


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Welcome!

The West Virginia Library Commission encourages lifelong learning, individual empowerment, civic engagement and an enriched quality of life by enhancing library and information services for all.

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What We Do

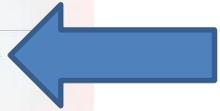
Created in 1929 by the state legislature, the West Virginia Library Commission administers federal and state funds to public libraries, maintains the Statewide Library Network, and provides other essential services to 172 public libraries across West Virginia. WVLC maintains a library in the state Culture Center in Charleston, providing residents and government employees with access to print and online collections; research assistance; printing and copying services; library cards for borrowing privileges; desktop computers; and Wi-Fi access. WVLC also offers Special Services for the visually impaired, blind and physically handicapped.

Through consultation, resources, and technology, WVLC helps public libraries provide West Virginians:

- Access to resources to meet their educational and informational needs

What We Do

- Statewide Library Network
- State Reference Library
- Library for the Blind and Physically Handicapped
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- Library Television Network





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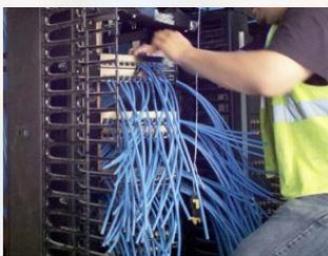
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Statewide Library Network



The Statewide Library Network enhances electronic linkages among and between libraries in West Virginia while providing connectivity to a world of information to all West Virginia citizens.

The Network consists of 8 metropolitan area networks, as well as 92 library systems representing 150 facilities.

Network Services designs, evaluates, and maintains the Network which provides public libraries with software/hardware installation, internet access, email, FTP and website hosting, firewall support, shared catalogs, and patron databases. Network Services technicians provide daily technical support to public libraries across

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the state.

Network Services Provides:

- Wide and local area networking

[Help Desk](#) [Where is Your Technician?](#)

